

**Statement of Work**  
**Fluor Hanford, Inc. Janitorial Supplies Basic Ordering Agreement**

Rev. 3

Sept. 16, 2004

**Purpose:**

Fluor Hanford, Inc. would like to purchase the items in Exhibit 1 from a dedicated Contractor, categorized as follows:

- General Bathroom Supplies
- Basic Janitorial Supplies
- Industrial Materials
- Miscellaneous Materials

**Background/Introduction:**

This Statement of Work defines the process for ordering the items identified above, including the responsibilities of the Contractor, Fluor Hanford, Inc., and End Users.

**Process:**

The ordering mechanisms for obtaining these items will be as follows:

- Ecommerce web ordering with payment of a credit card (VISA).
- Phone, fax, or walk-in with payment by a credit card.

**Deliverables:**

The Contractor shall:

1. Develop and maintain an ecommerce web site with on-line ordering capabilities where payment method is a credit card.
2. Upon request, provide end users with a full product line hard copy catalog.
3. Provide an electronic copy of the catalog to the Buyer.
4. Maintain a web-based catalog that displays Fluor Hanford, Inc. pricing, and includes a link to a template of the items listed in Exhibit 1.
5. Package, label, and deliver items as specified in the Electronic Commerce Agreement (ECA), attachments A&B, which specifies the following requirements:
  - Orders delivered under this contract shall be segregated into two categories; 1) non DOT-regulated material/supplies and, 2) DOT-regulated materials and supplies.
  - Non-DOT Regulated materials/supplies shall be delivered to 2355 Stevens Dr., Richland, WA, 99354.
  - DOT-Regulated materials/supplies shall be delivered to 2377 Stevens Dr., Richland, WA 99354.
6. Provide a packing list and delivery manifest with all shipments as described in Attachment B of the ECA.
7. Packages on Pallets not be stacked higher than shoulder height(approximately 5 feet)
8. Provide package labels for FH's warehouse personnel to affix to the box, when delivering 5 or more of the same item.

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9. Provide pricing as described in Attachment C of the ECA.
10. Provide a customer service representative dedicated to this contract.
11. Process level III data credit card charges daily.
12. Deliver the items identified in Exhibit 1 within 2 working days and all other items within 5-7 working days.
13. Provide quarterly performance reports as defined by the Buyer.
14. Prepare Company-specific communication materials to assist employee awareness of the contract.
15. Supply three (3) proportioning systems for dilution of concentrated products, capable of filling four (4) bottles as well as high flow for filling larger containers.
16. No substituting products without prior approval of the Buyer.
17. Contractor shall include an MSDS document in every package containing hazardous materials. In addition, it is requested that the Contractor's web site have a link to electronic MSDS files for each hazardous material available to purchase.

### **Schedule:**

The Contractor shall be ready to demonstrate their readiness to implement the terms of this contract no later than November 11, 2004. Assuming successful results of the Nov. 11th readiness review and test, the Contractor shall implement this program Company-wide no later than March 1, 2005. The Buyer reserves the right to amend these dates.

### **Term:**

The initial term of this contract is three years from date of award, with annual renewals per the terms of the Contract.

### **Quality Assurance Requirements:**

The quality assurance requirements for this task are considered to be quality level 0. An inspection plan is not applicable.

1. Inspections will be made by Fluor Hanford Acquisition Verification Services (AVS) personnel, who will be verifying that the shipment meets the following criteria:
  - a. Verify items are not damaged
  - b. Verify items match the pack slip
  - c. Inspect for Suspect/Counterfeit
    - i. Supplier shall warrant that "all items furnished under this Contract are genuine (i.e., not counterfeit) and match the quality, test reports, markings and/or fitness for use and any materials furnished as part of this Contract, which have been previously found to be suspect/counterfeit by the Department of Energy, shall not be accepted.

### **Configuration Management:**

Fluor Hanford, Inc. must be notified prior to any change in configuration after the Contract is approved.

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### **Training:**

Training is to be provided by Fluor Hanford, Inc. and the Contractor.

### **Safety Class:**

Safety Class is GS.

### **ES&H Requirements:**

An Integrated Environment, Safety, and Health Management System Clause Flow Down Prescreening questionnaire has been completed. The results are that no hazards have been identified.

### **Administrative:**

Commodity Rep. is Todd Ferguson, 509.376.4165, email, [Todd\\_S\\_Ferguson@rl.gov](mailto:Todd_S_Ferguson@rl.gov)

Technical Rep. is Chris Hopkins, 509.372.0286, email [Christine\\_R\\_Hopkins@rl.gov](mailto:Christine_R_Hopkins@rl.gov)

Buyer is Karin Garcia, 509.376.3497, email [Karin\\_M\\_Garcia@rl.gov](mailto:Karin_M_Garcia@rl.gov)